YEAR 4 FINAL REPORT

LAURIMAR PANIAGUA,
CONNECTIONS CENTER DEVELOPER/ACADEMIC SUCCESS COORDINATOR

TITLE V HSI GRANT

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WWW.HCCFL.EDU/CONECTATE  LPANIAGUA2@HCCFL.EDU
THE CONNECTIONS CENTER
YEAR 4 REPORT

• This report covers:
  • Goals
  • Staff
  • Visits
  • Retention Alert Pilot
  • Online Developments
  • Resources Created

  • Trainings & Workshops Provided
  • Trainings attended
  • Collaborations
  • Success & Challenges
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YEAR 4 GRANT GOALS
(PERTAINING TO THE CONNECTIONS CENTER)

Activity Objectives and Performance Indicators

• By Sept. 2014, at least 50% of Hispanic students flagged in pilot of Early Alert system will be retained to the following semester.

• By December, 2013, at least 75 Hispanic students who are at risk of dropping out, as identified in Early Alert system, will participate in at least one in-depth advising session and receive prescribed services.

• By Sept. 2014, this cohort (75 students) will be tracked electronically with new software to determine retention outcomes
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STAFF

- **Three EAP Faculty Advisors**
  - The following staff meet with students regarding EAP Program, Career Advising, Retention Alert & provide resources.

- **Two Work-Study Students**
  - The following staff meet with prospect students & help current students trouble-shoot, find resources & more.

- **One Connections Center Developer**
  - Creates resources for staff, faculty & students visiting the center.
  - Creates & facilitates trainings & workshops for staff, faculty & students.
  - Develop pilot materials and process towards meeting objectives.
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VISITS
(October 1, 2013 – September 30, 2014)

Visits are calculated from October 2013 – September 2014 to show the time frame of the grant year.
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VISITS (GROWTH)

• The orange fill shows students interacting with the center in 2013.
• The dark blue fill shows the increase of students interacting with the center in 2014.
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RETENTION ALERT PILOT

• Pilot parameters were created in the retention software & issues were addressed with assistance of HCC’s technical department.
• A step-by-step process was created with the assistance of Academic Advising, Counseling, and EAP departments.
• 26 Faculty & staff were trained to contribute & work the Retention Alert cases within the determined process.
• 155 Retention Alert cases were created, contacted and managed.
• 82 of the 165 students were provided with an ‘in-depth’ advising session, resources, and referrals.
• 51 of the 82 students were retained to the next semester.

*** for a detailed report on the Retention Alert Pilot please see The Retention Alert Final Report and The Retention Alert Process
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ONLINE DEVELOPMENTS

• The Connections Center [website](http://example.com) has evolved to include:
  • Bilingual pages
  • Enrollment information
  • ‘How-to’ Tutorials
  • Resources
  • HCC resources
  • Workshop information
  • EAP program supports
  • Community resources
  • Other Online resources
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RESOURCES CREATED

• The following resources were created and are available to students in presentation, PDF, handout, workbook or guide formats:

  • 12 bilingual, step-by-step, tutorial presentations
  • 48 resource guides for students
  • 33 staff resources & guides
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TRAININGS & WORKSHOPS
PROVIDED TO STAFF, FACULTY & STUDENTS

- **‘Financial Aid’ student workshop**
  - April 2014

- **‘Using your student accounts’ student workshop**
  - August 2014

- **‘Student Services Overview’ staff/faculty workshop**
  - December 2013

- **‘Connections Center Process’ staff/faculty training**
  - December 2013 & January 2014

- **Retention Alert Pilot training**
  - Admissions Staff
    - October 2013
  - Faculty & Staff
    - November & December 2013
  - Academic Advising Staff
    - September & November 2013
  - Financial Aid Staff
    - September & December 2013
  - Counseling Staff & Faculty
    - September & December 2013
  - Student Success Committee
    - October 2013
  - Student Services Deans
    - September 2014
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TRAININGS ATTENDED

- EAP Faculty Advisors attended the following trainings:
  - STEM, January 2014
  - Datatell, January 2014
  - Identity Threat, April 2014
  - FL Statute 1720, June 2014

- Connections Center Developer attended the following:
  - STEM, January 2014
  - Datatell, January 2014
  - Aquos Board/Software, March 2014
  - Identity Threat, April 2014
  - FL Statute 1720, June 2014
  - Leadership Institute, July – August 2013
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COLLABORATION WITH OTHER DEPARTMENTS

• Collaboration with Technical staff within Ybor’s Collaboration Studio:
  • in setting up the pilot parameters on the Elucian software
  • In issues of software use
  • contributed towards the obtained functionality of the Retention Alert features used in the pilot

• Collaboration with Student Services & the EAP Department:
  • has increased the number of students they refer to our center
  • Increased participated in Retention Alert trainings & other workshops
  • kept the center abreast of new and changing policies & procedures that may affect the students visiting The Connections Center
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SUCCESES & CHALLENGES

During Year 4 of the grant:

• The student visits to The Connections Center almost doubled from the prior grant year.
  • During year 3 of the Grant, student visits totaled about 1,800 but in year 4 of the grant, visits totaled 3,300. The advising staff available to meet this growing population increased for a period of three months. After this, one of the advisors resigned and was not replaced. Student workers were obtained to assist current staff meet the growing number of student visits. During this grant year, student workers met with 11% and EAP Advisors met with 47% of students visiting the center. The remaining 42% of students met with non-advising staff.

• The objectives for the Retention Alert pilot were met.
  • 82 students participated in the pilot and 51 of them (62%) were retained. This pilot showed a continued need for institutional support in meeting grant objectives and towards institutionalization. This was made evident during the Retention Alert pilot in that 7 of the 25 staff/faculty who were identified & trained to participate in the pilot actually participated.

• The resources provided & made accessible to students, staff and faculty, continued to increase.
  • Through collaboration of student workers and EAP Advisors with Center Developer, ideas were generated and developed to create many of the resources, presentations, trainings and workshops made available to students in the center. In addition, the workshops provided to faculty and staff, through the center, also increased.

• The collaboration with other departments continued to increase.
  • This collaboration resulted in faculty and staff referring more students to the center to participate in EAP advising, workshops, and to obtain resources.